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CONNECTICUT DEPARTMENT OF LABOR AND FACTORY INSPECTION

DIVISION OF EMPLOYMENT SECURITY

MONTHLY BULLETIN

DECEMBER - 1941



Christmas Season in Hartford Retail District

MONTH:

- Cheerful Christmas Service
- Commissioners' Decisions
- Effect of Priorities on the Unemployment Compensation Department
- Labor Needs Until April 1942
- The Situation in the State



CONNECTIONS
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CONNECTICUT STATE EMPLOYMENT SERVICE

LEONARD J. MALONEY
DIRECTOR
STATE OFFICE BLDG.,
HARTFORD, CONN.

*Offices of the Employment
Service are located at the
following points:*

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Derby 2013

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George H. Stone, Manager
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5-0112

BRISTOL
Philip W. Smith, Manager
481 North Main Street
4147

DANBURY
Paul Parsons, Manager
43 New Street
1700

DANIELSON
John G. Confrey, Manager
100 Main Street
760

HARTFORD
Cyrus Flinders, Acting Manager
410 Capitol Avenue
2-9174

MERIDEN
Frank Geiger, Manager
99 Colony Street
1216

MIDDLETOWN
E. LeRoy Brainerd, Manager
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3480

NEW BRITAIN
Louis Pizer, Acting Manager
37 Court Street
7400

NEW HAVEN
Mrs. Alice G. Marshall,
Acting Manager
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7-3101

(cont.)

T. E. MURPHY, EDITOR
285 BROAD STREET
HARTFORD, CONN.

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Cover Photograph by George E. Meyers

DEPARTMENT OF UNEMPLOYMENT COMPENSATION

JAMES J. GRAHAM
DIRECTOR
285 BROAD STREET
HARTFORD, CONN.

*Field Representatives of the
Unemployment Compensation
Department may be
reached through the nearest
State Employment Office.*

(cont.)

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123 Bank Street
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WILLIMANTIC
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A Christmas Message



I remember something which my Mother read to me from the Bible concerning the birth of the Christ Child. It made a tremendous impress upon me, an impress which has remained with me during my mature years.

In the quiet of my own study I remember that she had read to me about Joseph and Mary, who, at the end of a long day's journey, had applied for accommodations at an inn. Weary, troubled and ill, the inn-keeper refused to receive them, because, he said, there was no room for them in the inn. Mary's time had arrived and they took refuge in a stable where she gave birth to the Christ Child, the greatest event of which the world has any knowledge. The Child was the only begotten Son of God. He had sent this Child into the world for its redemption as a white-robed messenger from the Throne of God. The world should have received Him with pleasure. It did not. He never sent another.

I felt as I heard her read the story, how many times since, that the inn-keeper deserved the condemnation of the entire Christian world for his refusal to find room for Joseph and Mary and the unborn Christ Child in his inn. For nearly two thousand years this has remained as a central and dominating event. I could not find language sufficiently strong to condemn the action of the inn-keeper and yet many in the Christian world for the period intervening between the birth of the Christ Child and the present day act and even now, are acting as the inn-keeper did. I like to think of the Christian heart as an inn. I believe that many times since that event, Christ has applied for admission into our hearts only to be met with the response the inn-keeper made nearly two thousand years ago, that there was no room for Him in the inn. Will we ever learn the lesson that this event teaches? Will we ever learn that when Christ knocks at our hearts for entrance that we ought to admit Him and give Him the comforts of which the inn-keeper deprived Him?

No Christian has the right to refuse to admit Christ into his heart and yet daily we find when he applies that we still have no room for Him in our hearts. If we gathered inspiration from the history of the event, we would feed the hungry, clothe the naked and give comfort and consolation to those who are suffering from the trials and tribulations of the world and admit Him to our hearts. If those, whose duty and obligation it is to teach the way of the Christ Child would observe this lesson, learn its implications and follow its teachings, there would be no war, no strife or other injustice in a world torn with conflicting emotions.

If we gather sustenance from having the Gospel preached to us, let us on this approaching Christmas Day firmly resolve to open our hearts to the Son of the Living God.

Cornelius J. Danaher

Commissioner, Connecticut State Dept. of Labor.

To all Members of the Personnel:

At this, the Christmas Season, may I express my appreciation for the fine cooperation and loyalty you have shown during the year, and the uncomplaining manner in which you have assumed the additional burdens consequent to the emergency conditions. May your Christmas be a happy one.

Sincerely,

Howard E. Hausman

Executive Director

Cheerful Christmas Service... by Mary M. Dewey

On Monday, September 15th, plans were laid by the Waterbury Office for an open house session with the merchants of Waterbury to formulate a training program for potential sales people to meet the needs of the holiday season. Accordingly, a "Christmas Clinic" was held at the Waterbury office on October 14th, at which time statistics and forecasts from the National Retail Dealers' Association and the Federal Reserve Bank of Boston, were read and discussed.

Thirty-five merchants from the leading stores of Waterbury, including Chain and Department stores, as well as Specialty Shops, decided at this meeting to appoint a Committee to assist in the carrying out of the Sales Training Program. As a result, five merchants, with a representative from the Connecticut State Employment Service, met a week later to discuss the outline planned by our office for a Sales Training Course, and formally approved that plan.

Briefly, the plan was as follows: First, to make a thorough search of the available and reserve files in our office for experienced and potential sales people; then, as a recruitment measure, contact would be made by us with all of the High Schools and short talks given to the Junior and Senior classes at General Assembly, on the possible part-time sales jobs during the Christmas Season. Arrangements were made to register these potential workers after school hours.

Radio programs by Miss Genevieve Carolan and Miss Mary Colina, of the Commercial & Professional Division, were used to stimulate the registration of married women, chiefly housewives, who would be interested in part-time sales work for the Christmas Holiday.

Starting from scratch, the program for each session was built from material obtained by us from many sources. Mr. Frank Craddock, Training Supervisor, secured some excellent information from the Salesmanship Course in progress at the Hamden High School; the National Cash Register Company contributed some very useful literature on Retail Selling; the W. T. Grant Company loaned us their training material which proved invaluable for chain store sales training; such outstanding books as Wheeler's "Sizzle Book" and Briscoe's "Store Salesmanship" were thoroughly perused for ideas, as well as the

Job Descriptions for the Retail Trade (Vols. 1, 2 and 3) by the United States Employment Service. To all this material we added the critical opinions of those of us who constantly shop for home and family, and called this the "Customer's Viewpoint". From an increasingly voluminous amount of good material we streamlined a basic program and evolved an agenda which, among other items, included four speakers for the first of three sessions. The merchants recommended to us several local people outstanding in their profession who were willing to cooperate by acting as lecturers for the course.

The course as outlined, included three sessions of about two hours each, the first being held on November 6th, at the Connecticut State Employment Office at 7:00 in the evening. The physical layout of the office, with a re-arrangement of furniture, provided seating capacity for 120 in front of the registration and claims desks. The desks were used for the speakers and the sales demonstration.

The name and address of each trainee was recorded on special cards as they appeared for the evening sessions, promptly at 7:00. The idea of special cards was to keep track of the number of sessions each individual attended, and since we planned to give a quiz at the end of the course, to jot down any comments. These cards were planned to serve as a desk file for the Commercial & Professional Division during the Christmas sales period.

The introduction to the course - its purpose and aims, and our participation in it, was given by the writer. A complete agenda covering the three sessions was furnished each trainee.

FIVE IMPORTANT POINTS

In the material used for preparation for the employer interview, particular emphasis was laid on five important points:

Particularly successful this year was the retail sales course organized by Mrs. Dewey in preparation for the demands of the Christmas holidays. Enlisting the aid of local merchants to assure success, a thorough, intensive course was prepared, resulting in the placement of hundreds of trained salespeople in local retail establishments. Read how it was done.

1. The grooming of the applicant which is so essential to a successful interview. Grooming in this case included not only the care of the hair and hands, but the proper attitude toward conventional business attire.
2. Much time was devoted to the applicant's attitude and poise, or lack of it, as the case might be. The interest shown by an applicant sometimes swings the interview in her favor when other qualities are missing.
3. Of most importance, but not very often mentioned, is the quality of one's speaking voice. The unpleasant voice echoes long after the interview is over and the applicant has left. Trainees were asked to gauge the size of the room used for the interview, and to try to pitch their voices accordingly. A warning was given to those who are timid and mumble their words, so that the employer is at a loss to understand the responses made. On the other hand, the loud-voiced individual was urged to tone down her conversation to conform with the surroundings.
4. Inasmuch as merchants have repeatedly called our attention to the lack of serious thought in filling out application blanks, we stressed the stores' many uses of such a blank. In the chain stores particularly, these applications are used as a permanent record, with notations made as to the progress of the individual in her work. Many times recommendations are asked of an employer, and this in itself should serve as a warning for completeness and thoroughness in all details. Then too, when information about hobbies is requested, there is invariably a good reason for it. Usually in a large store the hobby influences the placing of the individual in a department where she will be "at home" and ultimately of most value to the store. The matter of filling out the application neatly was particularly urged.

In summarizing these points, it was stressed that because of the lack of actual work experience, the applicant must strive to appeal to the employer by making a very favorable impression on him, both by eye and by ear.

Another point, important to the proper functioning of our office, was the attention to be paid by the applicant to the transaction dealing with our referral card. It was suggested that each transaction be thoroughly businesslike, and that the result of each interview be reported to us at

this office as soon as possible so that no time be lost in referring the applicant to other employers.

The Personnel Manager of one of our leading department stores contributed the "Merchant's Point of View". He stressed the co-operation which is necessary, especially during a very busy Holiday Season, in the matter of opening and closing hours, and the willingness of a new clerk to learn store policy, merchandise and general information as quickly and efficiently as possible. An excellent point which he made was that of store manners, and this included courtesy to other employees, as well as the courtesy so essential in a transaction with a customer.

SALES TECHNIQUE TAUGHT

The general principles of selling were divided into a number of different steps, and these were capably handled by successful sales people from several department and specialty stores. To illustrate each of the steps of a sale, merchandise which had previously been borrowed from the stores, was used or displayed as the case demanded, to emphasize the points stressed. One concrete example of this was the necessary knowledge of stock which one is selling. This knowledge not only includes what the item is made of and its best selling points, but also where extra supplies, not at the counter, are kept: a thorough knowledge of sizes, as in the case of hosiery; - colors, as in the case of aprons, sweaters, etc; and weights for such items as blankets.

The usual courteous introduction to the sale with the simple "May I serve you" was the one used by most of the lecturers. However, the enthusiasm and interest should be portrayed in the sales clerk's manner throughout the entire sale.

"Displaying the Merchandise" was ably presented by the actual display of merchandise. One example more forceful than the rest, was the display of several blankets. Here the lecturer started with a medium priced blanket, giving in detail its features and selling points, and encouraging the trainees to feel the blanket and thus participate in the actual display. His object, of course, was to arouse the trainee's interest, as should be done with a customer. It has been said that a good salesman is one who has developed a love of merchandise, and this manifests itself in his desire to talk about the merchandise he is selling. People become aware of things through their

five senses, and the more of the senses to which merchandise appeals pleasantly, the more the customer's desire to buy is stimulated. The blanket demonstrator then transferred attention to a higher priced blanket, and again the features and selling points were explained. The completion of the sale and the cash and sales book transactions were explained in detail. Several suggestions were then offered on the closing techniques, such as a courteous "Thank You" or "I think you have made a good choice".

TYPES OF CUSTOMERS

Of great interest was the "Typing of Customers". They were analyzed as five general groups - the nervous, dependent, disagreeable, trying and common sense customers. Under the heading of the nervous customers comes those who are tired and cross, fussy, excitable, impatient and often unreasonable. To cope with such people much patience, consideration, a quiet manner and calmness are needed on the part of the sales clerk. The dependent customers are totally different. They are timid and sensitive people - the old, and perhaps deaf people, children, or foreigners. In many instances it was stressed that a decision had to be made for them, and that sympathy, helpfulness and the power of almost thinking for them was necessary, in order to satisfactorily complete a sales transaction.

The sales people who were in charge of this type of discussion waxed eloquently on disagreeable customers. They felt that they were skeptical, inquisitive, talkative and sometimes insulting, and these customers required something quite different from the clerk, for example self-control, candor and courteous brevity. The trying customers were those who were just looking, bargain hunters, silent and indifferent people, requiring the clerk to be persistent, tactful and convincing in her manner. The common-sense customers are the ones for which the stores and clerks are very thankful. They are pleasant and intelligent, know what they want and are willing to be sold.

One young lady from a department store deplored the poor use of adjectives in demonstrating merchandise. Of late, such words as pretty, cute and nice, have become uniform in the display of almost any article. To bring the point home to the trainees, a boy's playsuit made of corduroy, a crib blanket, a pair of children's shoes and a doll were used. For the playsuit -

and it was vigorously handled during the display - she applied such words as "sturdy", "durable", "serviceable", "strong" and "able to withstand sliding down the cellar doors". The crib blanket on the other hand was "fleecey", "warm", "washable" and "light in weight". The children's shoes were "flexible", "comfortable", and "the shark-skin tips were built to withstand scuffing". The doll, on the other hand, was a "soft", "cuddly", "appealing" toy for almost any little girl.

In the selection of adjectives to be used, a sales person must always keep in mind the particular customer. For instance, a 16-year old sub-deb would be looking for a smart, inexpensive gown. Such things as "lasting quality", "excellent workmanship" would mean little to her, but to the elderly lady who is looking for a black dress, such adjectives as "the last word", "a copy of a gown by a well-known designer" would no doubt spoil the sale.

Since many young people during the Christmas holidays are absorbed in the selling of toys, this was elaborated upon. It was urged that the clerk immediately find out whether the toy was to be purchased for a boy or girl, and the ages of the children. Most stores sort their toys for children from under 2 year of age in one group, from 2 to 4 years, from 4 to 6 and from 6 to 12 in still other groups. Questions as to the children's interests are also well taken, especially where the child has an aptitude for construction or manual arts. Then the toys in the age group stated can be shown and the possibilities of muscle building or development of certain co-ordinations can be stressed.

The manager from one of the chain stores opened the second session with a short but definite description of the "Qualifications and Duties of a Stock Boy or Girl". This job entails more than actual physical labor. He stated that it takes a handy individual to assemble much of the merchandise which comes in unassembled. Also, there is considerable record-keeping on the materials, which must be checked against original orders.

CASH HANDLING TAUGHT

Because of the importance of the cash transaction, the manager of the local Cash Register office brought a cash register for demonstration. He explained briefly the care and operation of a register and the mechanism within the register, commenting that

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Priority Restrictions and Their Effect on the Employment Security Division . . .

by Benjamin Brown

While priority restrictions have not yet been fully felt in non-defense industries, indications tend to prove that greater pressure is being brought to bear on such industries and will gain momentum in the coming year.

Curtailment of raw material to non-defense industries will cause a great increase in partial unemployment and also total unemployment.

Inevitably there will be a time lag before the Employment Service may be able to place the people so affected, into defense plants. It is therefore reasonable to assume that considerable numbers of workers will come to our offices for benefits.

It is difficult to estimate the potential load but the condition may well develop into a serious one. The present personnel in the local offices can hardly handle an emergency load of claimants. By the same token, the Central Office personnel has been drastically reduced.

Because of the conditions mentioned above and the problems which will soon confront us, we must apply our best thoughts to find methods with which to cope with the situation.

While we are merely dwelling on the problem which may arise as a result of priorities, it is also well to mention an even greater problem which we are bound to face in the days following the end of the war. We all agree that an unprecedented number of workers will file claims. Some estimate that this number will be 100,000; some say even 200,000. At any rate these figures are entirely out of proportion to any conditions which we ever faced.

It is known that the Federal Government is now attempting to formulate long term plans whereby defense industry employees may be gradually transferred to consumer goods industries in order to cushion the economic shock of post war days. However well our national government may plan in this respect, it is certain that there will be an interim period during which time an enormous number of people will be totally as well as partially unemployed.

Our methods of handling large groups of people in 1938 proved inadequate, due mainly to our lack of experience and lack of sufficient supervisors.

We cannot afford a similar oppor-

tunity for criticism to exist in the future. In the course of three years since the inception of Unemployment Compensation we have developed as good an organization as any state agency, to handle a normal load of claims. However, to cope with situations as outlined, it is felt that departures from past administrative policies and thinking must be made in certain respects. Changes in procedures and some changes in the Law must take place.

If it is true that we may expect a far greater volume of claims for benefits in the not too distant future, then we should adopt a rational policy which would give us the necessary information for the payment of valid claims without the necessity of inviting droves of claimants into our local offices; at least that portion of the claimant load which may have partial benefits.

It is suggested that the partially unemployed worker may be given the opportunity to file his partial claims with the local office by mail.

It is further suggested that such claimant shall not be required to register at the Employment Service Office.

WHO VISITS THE OFFICE NOW

The only claimant required to visit the local office is one who has never filed an original claim. This is necessary in order that such local office may set up an appropriate record for subsequent filing by mail and also to have on record a copy of his signature for control of future valid claims.

A partial new claim, which sets up a new benefit year, or a partial additional claim which sets up a new series within a benefit year, or a partial continued claim can be established in the local office upon receipt of the signed form from the claimant. This information can be ascertained and transcribed to the claim from the chronological record on the claims history card before submitting the claim to the Central Office.

Mr. Brown sets forth a provocative idea, and while not necessarily the policy of the administration, is stimulating enough for full and free discussion. We present the facts for what they are worth.

Whenever the employee's earnings are less than his benefit rate, it is proposed that the employer furnish the claimant a form similar to our Low Earnings Report, form Conn. UC-19, duly signed by an officer of the company, which also has provision on it for claimant's signature. This differs little from our present method. Upon receipt of this form the claimant will sign it and mail it to the local office. By combining the features of a claim and a Low Earnings Report an extra piece of paper is omitted, thereby reducing paper handling. Under present conditions, at times, considerable delay is experienced in the local office when requesting a Low Earnings Report from the employer before the claim can be submitted to the Central Office for payment. The proposed form will contain such information when received by the local office.

TIME SAVED

It must also be stressed that the Central Office will save time. The proposed form will eliminate the present Low Earnings Report which now must be sorted by social security number and filed in cabinets. There will be less filing equipment necessary and certainly valuable floor space saved. Clerical expense will also be saved. Such help can therefore be used on other work.

Some problems may arise as a result of filing claims by mail, but these may not be insurmountable.

When constructing Low Earnings Information for a worker there may be an incorrect social security number reported by an employer. When such a claim reaches the local office, the interviewer will control the error at the time the claim is matched with the claims history card.

There may be the possibility of one claimant signing for another. This type of fraud will be caught when the interviewer matches the signature on the claims with the one on the claims history card. Such a control will soon stop any temptation by a person to file a fraudulent claim.

It is contended that a partial claim filed which is not preceded by work registration is not legal. This, perhaps, may be true under normal conditions

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Commissioners' Decisions ...

A total of 134 cases were decided by the Unemployment Commissioners during November which was the highest month since November, 1940 and the third highest of any month since benefit payments began.

The question of availability for work was the foremost issue, 66 of the cases falling within this category; 45 involved sufficient cause for leaving voluntarily; 14 concerned wilful misconduct; and the remaining 9 were for miscellaneous reasons.

One hundred and forty-six new appeals were received during the month; 18 appeals were withdrawn; one was dismissed for lack of jurisdiction; and 178 cases were pending at the end of the month. Appeals brought by claimants resulted in modification of previous decisions in their favor in 37 out of 124 cases. Employers appealed 10 cases, three of which were modified against the claimants' interest while seven remained unchanged. Examiners' decisions were affirmed in 90 cases, reversed in 26, and modified in 18.

Cases involving new or unusual points are discussed below. The Administrator is not necessarily in accord with either the reasoning or conclusions expressed herein.

"Illness on one day does not disqualify an employee from receiving benefits throughout the entire week but the amount of earnings an employee might have earned must be added to the amount of partial earnings throughout the week and, if this amount is equal to or exceeds the total benefit rate, then there is no excess and consequently no possibility of obtaining partial benefits", ruled Commissioner Cornelius A. Moylan in Case 73-A-41. A claim for partial benefits was disallowed because the claimant's actual earnings plus proffered earnings were in excess of her benefit rate. The claimant had worked part of the week ending July 23, 1941, but failed to work one day during the week (January 20) because of illness. Had she worked this day her weekly earnings would have been in excess of her benefit rate.

In a similar case Commissioner Curtiss K. Thompson disallowed a partial claim because all offered work was not accepted. The claimant filed a partial claim for week ending October 19, 1941 but was found to have failed to report for available work on

October 13, because of her sister's wedding. In disallowing the claim the Commissioner stated. "The law as I understand it is that if a person is not in a position to accept employment for a substantial period of time during any week, that person is ineligible for benefits during that week. It makes little difference what the reason is for the claimant's inability to work during the period of time involved; it may be illness, or it may be circumstances of a personal nature as existed in this case." (538-C-41)

Both of the above cases cited the decision of the Superior Court on *Geometric Tool Company vs. William Sinsky*.

The current international situation was believed to be the probable cause of headaches and fatigue rather than conditions in a laundry, and since this is not connected with employment a penalty imposed by the examiner for voluntary leaving was upheld. The claimant was born in this country but raised in Poland as a small child. She was married in that country and had three children. In 1938 she returned to the United States alone expecting to send for the rest of her family as soon as sufficient money was put aside. She obtained employment in a laundry and, according to her employer, made a fine record until recently when she complained of headaches and fatigue and finally terminated her employment voluntarily on September 15, 1941. Since wages and conditions in this laundry are among the best in the city, no cause of her leaving could be held connected with her employment. (937-A-41)

A person who is unable to file a claim on the day scheduled because he is busy with interviews for employment has good cause for not reporting according to a ruling of Commissioner Ernest B. Partridge in Case 109-B-41. In this case the claimant announced he was going to Maine in search of employment and was advised to report at the Bangor Employment Service office on October 14. On that day, however, he was 60 miles from Bangor having an interview, and did not file his claim until the following day. Ruled the Commissioner, "Inasmuch as the Unemployment Compensation Act is primarily intended to assist the unemployed anxious to secure employment, I can think of no better excuse for failure to register on the date assigned than the fact that a

claimant is looking for work."

Also held valid was a claim that was filed two months beyond the scheduled date, when the facts showed that the claimant reported as literally directed by the manager of the Employment Service office. Unable to file a total claim for week ending July 19, 1941, on July 24 as scheduled because she was regularly employed, the manager advised her by mail to "come in the first day you are unemployed." She took this literally and did not report until September 22, the day after which she actually became unemployed. (910-A-41)

Ten appeals were denied during the month because unemployment was due to pregnancy, and one woman was denied benefits when she restricted her availability because she was "desirous of becoming pregnant." This claimant worked in a department store as a salesgirl and was told by her doctor in January, 1940 and again in October, 1941 that she could not become pregnant because she was suffering from fatigue and secondary anemia. She was advised to take things easy and perform no strenuous work on the assumption that rest and relaxation would, by overcoming her fatigued condition, help to bring about the desired condition of pregnancy. The appellant claimed that the reason for her separation was the denial of a request for a raise, but Commissioner Moylan held that the desire to become a mother was the main reason for the registration and that she is not available for work (873-A-41)

A nickel plater in a chromium factory who left employment voluntarily because he was dissatisfied with his earnings was held to have done so with sufficient cause by Commissioner Margaret E. Verdon in Case 127-E-41. The claimant worked four days a week for which he received \$31 and was promised an increase at the end of three weeks. Accordingly, a raise of 5c an hour was granted which was not considered sufficient and a demand for a further increase was made and denied, resulting in a voluntary separation.

A truck driver who worked for the past ten years in a business owned by his brother was held to have left without sufficient cause when he quit because the owner reprimanded him for criticizing other drivers. Several complaints of the claimant "hollering" at other drivers had been made to the owner who told him that he must stop this practice. Whereupon claimant left saying, "If you feel like that I may as well quit." (190-D-41)



The Situation In The State

On the basis of reports received from the 18 field offices of the State Employment Service, for the first time since defense activity got under way in this state industrial employment increases are being overshadowed by employment declines, actual and anticipated.

These reports were based on labor and industrial conditions during November and prior to the declaration of war, and, with the new vigor with which the defense program is to be prosecuted, the trend indicated would be quickly arrested and the upward spiral of employment and production resumed.

Layoffs have not been severe during November as they involved only a few hundred workers, but a greater number are now being employed at reduced hours and further layoffs, estimated as high as 10,000 workers, are anticipated by March, principally in non-ferrous metals, hardware and clock manufacturing. Particularly affected are the Naugatuck Valley brass and copper plants.

Labor shortage is now principally confined to skilled metal trades workers, particularly for machine tool manufacturers, which continue to increase employment. Firearms and ammunition plants are hiring for replace-

ment rather than expansion while non-ferrous metal plants anticipate further employment declines.

Slackening of the tempo in hirings has also been due, in some instances, to the fact that many manufacturers have reached present plant capacity and increased production will have to come about: 1. Through plant equipment additions. 2. By lengthening the work week and by the addition of other working shifts. This in turn will entail the problem of procuring skilled machinists and other trained operators. According to best reports available the number of skilled machine operators not employed is nil and any further augmenting of defense industries must come about by transfer of these workers from non-essential industries.

The State Employment Service is at present conducting a campaign to induce skilled workers to make themselves available for defense industries, if they are not now so employed.

There seems to be no present increase in migration, the peak of out-of-state applicants having been reached several months ago.

Reports generally indicate that discharged inductees are being re-absorbed with no difficulty.

FAIRFIELD COUNTY

Bridgeport

In the Bridgeport area there was continued activity along all lines of industry, although toward the end of November there was a noticeable drop in the number of orders received, indicating that many plants have reached the saturation point, which will require either plant expansion or added equipment before more workers can be absorbed.

During the month of November payrolls were considerably over two and one-half million dollars a week with approximately 69,000 industrial workers employed on an average of 45.9 hours a week. This is an increase of 23,000 workers over November, 1940.

Emergency training programs continued, but there was some difficulty experienced in recruiting trainees for sheet metal classes, because of the fact that employers do not care to commit themselves beyond the number now in training.

There has been an increased demand for sales people, particularly for temporary work during the Christmas holidays.

Norwalk

Industrial activity in the Norwalk district slowed down somewhat during the past month, due in part to seasonal layoffs in the pocketbook and slipper industries and hirings further declined because of the inability of one large company to obtain a full supply of raw rubber.

Although payrolls for November were 2 percent below the previous month, they were still 24 percent ahead of the figures of November a year ago.

Danbury

The unemployment compensation load in Danbury rose during November and placements slumped. The average weekly claim

load was 1106 as compared with 849 in November, 1940 and 638 in October, 1941. Of the 4425 claims taken during the month 2607 were partial, this making 59 percent. From this it is evident that the bulk of the increase is due to a slack period in the hating industry rather than to any extensive layoff.

The most interesting development during the month has been the beginning of an experiment with several of the retail stores. One of these in particular has cooperated with us extensively in a program applying sales aptitude tests to present and prospective sales personnel. As an initial step, all of the regular personnel of this store were tested with gratifying results.

Stamford

Hirings slumped noticeably during November with the possibility of even greater curtailment during the present month. There are many firms in this area lacking defense orders and they are experiencing difficulty in obtaining materials. Many of the large plants are arranging to transfer workers from departments affected to those which have a larger supply of metals and, while no firm has found it necessary to lay off a great number of workers, the tight situation has resulted in fewer hirings.

Retail business is exceptionally good and merchants are having considerable difficulty in finding suitable sales help.

New Haven and Litchfield Counties

New Haven

There has been a considerable increase in the unemployment compensation load in this area due in part measure to seasonal layoffs in the construction and needle trades.

Many employers are concerned about threatened shortages of raw materials and restrictions on the use of certain metals. Restrictions on copper and copper alloys

threaten to cause layoffs in plants manufacturing builders' hardware. It is obvious that many non-defense industries in this area will be affected unless they can soon obtain defense contracts.

Ansonia

The general consensus in this area is that there will be no immediate large scale layoffs in the brass and copper industries, but that materials shortages may result in fewer working hours and sporadic small scale layoffs, unless materials are forthcoming.

The general feeling of uncertainty has affected the number of hirings, most employers feeling that, if the materials situation is cleared up, there will be continued acceleration.

Waterbury

The levelling process in industrial work which has been evident for the past three months now seems to have developed into a precipitous drop, with layoffs occurring in both defense and non-defense industries. This trend has colored all other types of business and commercial work was not nearly as brisk in November as during the previous month.

Construction work dropped sharply because of the lack of projects and on one large project work was almost at a standstill because of a lack of material.

Unemployment claims increased 14 percent over the previous month.

There was considerable pick-up in the retail trade because of holiday business.

Middletown

Industry in this area is calling for fewer workers and there was a decided drop in the number of openings during the past month. There have been no priority shutdowns, but the dead-line seems to be much

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Connecticut Labor Needs - Nov. 1, 1941 thru April 30, 1942

by JOHN QUINN

About 13,850 workers are scheduled to be hired in 249 Connecticut establishments during the six months period November 1941 to April 1942 according to a survey of 479 firms conducted by the Connecticut State Employment Service during the first two weeks of November. This represents a decline from anticipated hires indicated by a similar survey made during September, and there has been a significant increase in the rate of anticipated lay offs of workers.

The 479 firms included in the sur-

vey currently employ about 320,000 workers. Of the firms, 230 either anticipated no changes during the six months period or felt that they were unable to make accurate predictions of their needs. The remaining 249 firms reported needs of 6,746 workers by January 1 with additional needs of 3,920 workers during January and February, and 3,186 during March and April. At the same time, it was anticipated that 5,136 currently employed workers would be laid off during the six months period, 2,045 by

January, 2,071 during January and February, and 1,020 during March and April. Scheduled net hires after allowing for lay-offs amounted to only 2.7 percent of the current employment of the firms surveyed.

The effect of material priorities is indicated in reported shortages of such materials as steel, copper, pig iron, brass, rubber, chemicals, aluminum, zinc, nickel, asbestos yarn, and tin. Table 1 shows the distribution of establishments reported, their current employment, and anticipated hires

TABLE I
Unemployment Compensation Division
Reports of Employer Labor Needs
NOVEMBER 1941

OFFICE	Total number of firms covered by reports	Number of Workers employed by reporting firms	Firms showing hires and/or lay-offs	Total	Current needs	HIRES			Total	LAY-OFFS		
						Nov. and Dec. 1941	Jan. and Feb. 1942	Mar. and Apr. 1942		Nov. and Dec. 1941	Jan. and Feb. 1942	Mar. and Apr. 1942
TOTAL	479	319516	249	13852	2630	4116	3920	3186	5136	2045	2071	1020
Ansonia	27	11422	10	182	68	22	37	55	150		100	50
Bridgeport	102	66200	57	7969	132	2872	2823	2142	222	40	172	10
Bristol	16	14429	5	205	43	4	4	154	173	54	119	
Danbury	4	635	2	18	14		4					
Danielson	9	1985	4	73	13	60			325		325	
Hartford	54	62915	27	590	92	139	242	117	119	24	95	
Meriden	26	18803	23	700	218	110	197	175	20		20	
Middletown	35	6594	21	353	118	79	118	38	324	164	100	60
New Britain	30	26090	15	474	291	79	60	44				
New Haven	48	31273	22	508	239	137	67	65	700	700		
New London	11	8636	7	767	675	32	41	19				
Norwalk	18	2985	11	133	38	52	23	20	20	20		
Norwich	8	3914	5	84	42	18	18	6	343	43		300
Stamford	22	10758	13	546	461	65	20					
Thompsonville	3	297										
Torrington	19	11422	7	235	43	59	74	59				
Waterbury	44	40773	18	982	140	358	192	292	2740	1000	1140	600
Willimantic	3	385	2	33	3	30						

and/or lay offs, by local employment office areas. The current needs column under "Hires" on this table represents unfilled openings for workers which the employers had as of the date of the survey.

TABLE II
EMPLOYER LABOR NEEDS BY
OCCUPATIONAL GROUPS AS REPORTED
BY 479 CONNECTICUT FIRMS
IN NOVEMBER 1941

HIRES

Of the 13,852 hires anticipated by 249 firms, 2,630 were reported as current needs, 4,116 as needs during November and December, 3,920 during January and February, and 3,186 during March and April.

Connecticut hiring needs continue to be concentrated in the Bridgeport area where out of the 102 firms surveyed, 57 indicated needs of 7,969 workers. Other office areas reporting

large anticipated needs were Waterbury 982 New London 767, Meriden 700, Hartford, 590, Stamford 546, and New Haven 508.

The distribution of employer labor needs by occupational groups is shown in Table 2.

In the professional and managerial group, the principal demands were for mechanical draftsmen 21, and tool designers 7.

In the clerical group, the principal demands were: general office clerks 154, shipping checkers 60, and stock clerks 24.

In the skilled group, which showed needs of 4,776, the principal demands were: all-around machinists 927, tool makers 533, bench machinists 448,

Occupational Groups	HIRES		Nov. Dec. 1941	Jan. Feb. 1942	Mar. Apr. 1942
	Total	Cur.			
TOTAL	13852	2630	4116	3920	3186
Prof & Mgr.	45	29	13	2	1
Clerical	320	25	108	99	88
Skilled	4776	1524	1260	1084	908
Semi-skilled	4067	458	1123	1249	1237
Unskilled	4644	594	1612	1486	952
Occupational Groups	LAY-OFFS		Nov. Dec. 1941	Jan. Feb. 1942	Mar. Apr. 1942
	Total				
TOTAL	5136	2045	2071	1020	
Clerical	12	0	12	0	
Skilled	165	68	95	2	
Semi-skilled	605	356	239	10	
Unskilled	4354	1621	1725	1008	

engine lathe operators 309, milling machine operators 271, turret-lathe operators 175, arc welders 159, marine machinists 150, bench molders 136, job setters 124, surface grinders 120, floor molders 110, inspectors 117, die makers 65, electrical testers 70, radio chassis aligners 70, ship electricians 65, and pipe fitters 65.

In the semi-skilled group, which lists needs for 4,067 workers, the principal demands were: radio chassis assemblers 700, forming press operators 491, single spindle drill press

operators 410, sheet metal workers' apprentices 312, floor assemblers 262, forging press operators 235, testers 112, loaders 110, and machinists' apprentices 106.

The unskilled occupational group showed needs of 4,644 laborers including foundry 1,265, ammunition 968, typewriters 315, electrical equipment 298, and silverware 269.

LAY OFFS

Lay offs of 5,136 workers were anticipated during the six months' per-

iod and of these, 2,045 workers were expected to be laid off by January 1, 2,071 during January and February, and 1,020 during March and April. This anticipated displacement figure is much larger than that indicated for the previous report but represents only 1.6 percent of the current employment of the reporting firms. Of these 5,136 workers to be laid off, 4,354 are in the unskilled labor classification, 605 are semi-skilled, 165 skilled, and the remaining 12 clerical.

COURT FINDS EX-STUDENT ELIGIBLE FOR BENEFITS

A person who ceases to be a regularly enrolled student does not continue to be disqualified from receiving benefits according to a decision handed down by the Superior Court on November 25, 1941 in the case of Genevieve Wyka vs. Colt's Patent Fire Arms Manufacturing Company.

This was the first court review of that amendment to the Unemployment Compensation Law which reads, "An individual shall be ineligible for benefits if it shall be found by the Administrator that he has left employment to attend a school, college, or university as a regularly enrolled student," Section 1339e (b) (6).

The claimant, a young woman, terminated her employment at the Colt's Patent Fire Arms Manufacturing Company on September 20, 1940 to enroll

as a student at Temple University. She completed a year's course in dental hygiene on June 12, 1941, after which she actively sought work of a general nature around Hartford.

A claim for benefits was made July 6, 1941 but was denied by the Administrator on the basis of the above cited amendment, which became effective July 1. Upon appeal, the disqualification was reversed by Commissioner Moylan who stated, "... it does not seem to me that it was the intent of the legislature to deny benefits forever to such an employee, that he forfeit the wage credits he had already earned, or that it was designed to grant benefits only in case an employee, such as appellant, had been reemployed or had built up new wage credits. All things being considered, it must have been the intent of the

legislature to deny benefits to any applicant who left his employment to attend a school, college, or university as a regularly enrolled student, while actually enrolled and actually attending such school, college or university. To rule otherwise is to ignore the actual availability that existed in this case."

An appeal was taken by the employer to the Superior Court which upheld the Commissioner and denied and dismissed the appeal. In rendering the decision, Judge Foster said, "I see no occasion for paraphrasing and putting into my own words the reasons given by the Unemployment Compensation Commissioner for this decision. . . . The reasons given by the Commissioner are clear and unassailable."

(This case has been appealed)

PLACEMENTS DECREASE IN NOVEMBER

During November the Connecticut Employment Service made 6,853 placements in jobs in private employment. This represents a decrease of 22.2 percent from the October total but is 11.9 percent more than the private placement total for November, 1940. Placements in public employment totaled 409 for the month, an increase of 42.0 percent over October.

Total placements of all types during the month was 7,274, a decrease of 20.1 percent from October but an increase of 8.8 percent over November of a year ago. Supplementary placements in which employers specify by name the workers desired totaled only 12 for the month.

The distribution of placements ac-

cording to industrial groups shows decreases in all the larger groups except wholesale and retail trade where in the usual seasonal upswing is reflected in an increase of 23.7 percent over October. Percentage decreases from the October figures were: agriculture and mining, 45.5; hotels and restaurants 42.9; manufacturing, 32.6; other services, 31.1; public utilities, 29.1; building and construction, 17.7; professional services, 15.4; and domestic service, 12.4.

In the major occupational groups the expected seasonal increase in sales and kindred amounted to 71.1 percent over October. The remaining major groups showed the following percentage decreases: agriculture and min-

ing, 59.4; semi-skilled, 40.5; service, 20.8; unskilled, 19.3; clerical, 18.9; professional, 9.1; and skilled, 8.0.

Of the 6,853 private placements effected, 65.5 percent or 4,486 were classed as permanent, that is, as of over a month in duration. The clearance system was used to fill 400 Connecticut openings and 123 of these were filled with workers from out-of-state. Two Connecticut applicants were placed in jobs out-of-state.

The total number of applicants actively seeking employment as of November 30, was 32,980, and increase of 8.0 percent over the total for October 31 and a decrease of 44.3 percent from the total shown for November 30, 1940.

PRIORITY RESTRICTIONS

(Continued from page 4)

but under emergency conditions it would seem that the Administrator has the power to waive the requirement that the individual personally appear at the Employment Service Office. This power is granted to him in Regulations 18 and 19.

It may be suggested that a claimant may alter the amount of earnings, or fail to report other earnings if he works for more than one employer. This may be true under present conditions as well as under proposed conditions. If we educate employers to submit Accession Reports we should overcome the greatest part of this problem.

By omitting contact with the local office it is felt that a partial claimant would afford to local office no opportunity to check on his physical disabilities. If the employer hires this person and is satisfied with his work, the Employment Security Division should not be interested in the judgment of such action on the part of the employer.

NO BLANK CHECK

The thought is also advanced that a claim form showing partial earnings and mailed to the local office is akin to a blank check. All that is necessary for the claimant to get his money is to sign the form and receive his check. This is not entirely true. Under present procedure or any subsequent procedure, we insist that the employer must certify to partial earnings of a claimant by showing the signature and title of a duly authorized official of the company. Thereafter, if the claimant wishes to exercise his rights and receive benefits for partial unemployment which may be due him in accordance with the Unemployment Compensation Law, he must sign the claim and submit it as evidence before the Unemployment Compensation Department may pay him. It may be necessary for a claimant who is unable to write his name to make a physical appearance at the local office in order to validate the claim and to avoid fraud. If any erasure of earnings appear, the interviewer can verify with the employer.

It is felt that some employers may object to the preparation of Low Earnings information on a claim, particularly those employers who were told that they complied with UC-19, Low Earnings requirements, when

furnishing the workers with pay check stubs. It is quite true that some employers would rather avoid any unnecessary clerical work if it were possible to submit a by-product of accounting records for our purposes. However, most employers comply with our requests for a signed statement of partial earnings and in consideration of the many as compared with the few, it is equitable to require all employers to render signed statements on partial earnings. Standardization of efforts would tend to reduce complications to a minimum for the Department.

Filing partial claims by mail may cause misdirection of some of these claims. Some may reach the Central Office, circumventing the local office. Admittedly this condition may exist in some instances but appropriate instructions on the claim together with factory posters explaining the method of filing claims will undoubtedly minimize such a problem.

LOOKING FOR WORK?

At present all claimants, including partial claimants are being registered for work when filing claims for benefits. Is this claimant looking for work? If he is, then a registration should be taken. If he is satisfied with his partial employment he should not be forced to register. Is he available for another job while he is partially employed? Our practice in the past was to pay him partial benefits but we would not refer him to another job. Then why register him? It would be unfair if we attempted to place such a man particularly if he was reluctant to leave a plant where he, as one in many instances, has acquired seniority rights over a period of years. Is it therefore unreasonable to discontinue partial claimant registrations unless the person shows a desire to seek another job? If we were willing to depart from present procedure on partial claimant registrations we would save considerable time, effort and money. We would in some measure be able to meet the emergency problem.

Unnecessary partial claimant registrations may well happen at any time during the emergency in the following manner:

A plant which has been working part time, sufficiently to keep workers over their benefit rate, hiring about 4,000 persons, suddenly finds that it can only give its workers two days of work which makes them potential par-

tial claimants. All of them have not visited the local office for a few months and now they present themselves for partial benefits.

Such a sudden influx of claimants into a small office would create a tremendous problem. To handle such a volume of claims would require the services of at least five times the present office force.

To overcome this problem, it would be necessary to transfer clerks and interviewers from other offices in order to take the registrations.

Perhaps a similar situation may simultaneously arise in another locality. Such conditions would tax the efforts of the local office staffs beyond their capabilities.

Furthermore, after such registrations are taken, the claimants resume work after a week or two. The registrations taken and all efforts expended to do so go for naught because such registrations become inactive.

OPPORTUNITY TO PLACE IS LOST

Some people opposed to removing partial claimant registration during emergencies maintain that by so doing the Employment Service Offices lose an opportunity to place a skilled worker in a full time defense job. It is also maintained that while workers are only partially unemployed in non-defense industry, millions of potential productive hours that could be used towards defense efforts are being wasted. Admittedly there is good reasoning in these arguments, but unless the worker is willing to make a change, it seems that the Employment Service can do nothing about it. As mentioned earlier, it is not our intent nor should we be instrumental in initiating labor piracy. Our policy is and should be one in which we act as co-ordinator between employers and claimants who seek better jobs through the services which we maintain.

Because some non-defense employers hope to land a defense contract due to priority restrictions on raw material, they attempt to retain their skilled help by spreading the work, causing partial unemployment. Greater restrictions by the government will either hasten the time when such employers will revamp their factories or go out of business because of complete lack of raw materials. If the plant shuts down, then the workers will apply for other work.

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SITUATION IN THE STATE

(Continued from page 6)

nearer to any employers who are worried and are, therefore, not increasing their working forces.

There is still a scarcity of all kinds of skilled factory workers, but the demand for them is not as urgent as it has been.

Most retail stores report unusually good business with a scarcity of skilled sales clerks.

Meriden

Retail business in Meriden is expected to be the best for many years. During November there were no plants which had to lay off help or curtail production because of shortages of materials, and while there has been a slight let up in hiring it is due to the fact that most plants are working now with a full complement of help.

A shortage of skilled mechanics and first class operators still prevails.

A recent survey indicated that in the entire city of Meriden there was available only one rental, and there has been some preliminary investigation by private capital looking toward the erection of 400 homes in this area.

Hartford and Litchfield Counties

Hartford

There has been a slackening of new hiring in most industrial plants with the exception, of course, of highly skilled workers, and opportunities for women in the industrial field also showed a decrease.

There is no evidence to date of any unemployment claims from layoffs due to priorities.

There were practically no skilled mechanics available in the construction field and there is at present some demand for carpenters, but the supply is limited.

The department stores have, during the past month, absorbed on temporary basis a large percentage of the slack in the female labor supply and, of the women who have taken the defense training course, only four are unplaced at this time.

Because of Government priorities there is a noticeable lack of opportunity in the outside sales field, and there are consequently a number of first class men now available.

New Britain

Most firms in this area are still unable to determine whether marked reduction in man hours or layoffs will result from curtailment of supplies, but an analysis of 30 manufacturing firms in this area showed that they are engaged from 40 to 100 percent in defense work.

Anticipated layoffs involving several hundred workers may be expected in non-defense industries because of the lack of materials such as aluminum.

There is a continued demand for skilled labor such as tool and die makers, mechanical draftsmen, bench and machine molders and other various skilled machine operators, although the demand for these was not as marked during the past month as it has been previously.

Bristol

There is an indication of slackening of work in the clock industry due to materials shortages and while this has not yet developed to alarming proportions, there is considerable apprehension for the future.

There has also been a reduction of time in foundry work due to materials shortages, but all other industries in the area have been very active during the month. Industrial plants in general are not hiring to any appreciable extent.

The only shortages in labor are those in the skilled metal trades, in foundry occupations and domestic service.

In general, the situation has changed little from last month.

Thompsonville

Industrial hiring in this area apparently reached its high point a few months back and apparently industry, textiles particularly, is at present sufficiently staffed and is hiring only for replacements.

During the latter part of November unemployment claims increased, not because of a let-up in any particular field, but because of a general slackening throughout the territory.

Agriculture, an important activity in this section, is practically at a stand still.

Tobacco warehouses are well on the way as far as packing is concerned, and some are already in the midst of sorting, sizing and tying.

A great many inexperienced people have been employed this year and wages for tobacco work are considerably higher than in other years.

Torrington

Uncertainty about priorities is tending to freeze employment in this area with employers not engaged wholly on defense waiting for further developments before deciding to expand or contract; only those workers vitally needed are being added. This uncertainty is also reflected in a much lower turnover.

Construction and agriculture are experiencing the usual seasonal decline.

Service workers remain far below the demand.

A record season is anticipated in the retail field and the increased demand for sales help has been met by high school students and married women.

New London and Windham Counties

New London

The labor market in New London again reflects lack of satisfactory labor supplies, as no skilled workers are available during the latter part of the month. There was a slackening in production in velvet and plush plants in the area.

Construction continued to employ a large number of workers and there has been considerable private building of homes which, it is expected, will be curtailed considerably in the next few months.

Training facilities have been open for arc welders and approximately 20 men are now being trained, with an additional 35 taking courses in machine operation.

Job applicants now fall largely into two categories. High school students looking for work after school or out-of-state migrants attracted by rosy reports, sometimes highly exaggerated, of the New London boom.

Willimantic

Priorities and materials shortages continue to cause difficulty in some of the smaller plants in this area, particularly those manufacturing silk, nylon, rayon and bleached pulp used in shoe fibre products.

Little Change in Benefits Paid in November

Unemployment compensation benefit claims showed little change in November from October. Initial claims filed at local offices were down 2.0 percent and compensable continued claims were up 6.2 percent. The amount of benefit payments increased 2.6 percent with closings of active claim cases down 12.2 percent.

Initial claims for benefits totalled 9,380 in November in relation to 9,572 in October. Although statewide totals were comparable for these two months, there was considerable divergence in district totals. Sharp increases in initial claims were reported by Bristol, Danbury, Middletown, New London, Torrington, and Willimantic, but substantial declines occurred in Hartford, Meriden, New Britain, and Norwalk.

Compensable claims numbered 23,765 in November with 22,386 filed in October. Offices reporting largest increases included Ansonia, Danbury, New Britain, Norwalk, and Willimantic. Eight local offices showed decreases, greatest at Middletown and Thompsonville. Benefit payments totalled \$214,033 for the month with \$208,582 paid in October. Payments for the year totalled \$2,334,755 at the end of the month.

Closings of active claim cases were reported at 6,219 in November in comparison with 7,082 in October. Eight offices showed increases in closings, particularly large in Meriden, Norwalk and Torrington. Nearly 1,200 more persons were actively filing claims at the end of the month than at the beginning.

While one concern reports a lack of reserve of rayon, operating on a hand to mouth basis, another reports exactly the opposite.

There is very little construction in this area now, with the exception of one public school.

Merchants generally report excellent business, already in advance of the record of other years.

Norwich

Industrial business in Norwich continued brisk during November, with many manufacturers stating that, while materials priorities were the cause for some concern, stocks for the balance of the year were apparently adequate.

Two small plants, however, a foundry and a plumbing supply concern, may be forced to close because of a lack of material and, unless defense sub-contracts are obtained, will result in the discharge of more than 100 employees.

(Continued on page 12)

SUMMARY OF CLAIMS AND BENEFITS BY OFFICES, NOVEMBER, 1941

Office	INITIAL CLAIMS			COMPENSABLE CLAIMS			BENEFITS PAID			CASES CLOSED		
	Nov.	% Change from Oct.	Year to Date	Nov.	% Change from Oct.	Year to Date	Nov.	% Change from Oct.	Year to Date	Nov.	% Change from Oct.	Year to Date
Ansonia	364	8.9	2,080	773	57.4	3,914	\$ 7,221	99.3	\$33,152	227	—	1,763
Bridgeport	960	—	9,608	2,230	15.8	24,073	19,704	11.2	235,355	679	—	8,930
Bristol	94	49.2	881	253	—	2,781	2,636	—	30,269	58	—	867
Danbury	1,294	49.6	5,898	2,582	68.5	12,682	17,637	20.3	134,432	334	—	4,104
Danielson	198	3.1	1,874	455	6.3	4,374	3,625	5.7	36,382	147	—	1,755
Hartford	602	—	13,375	2,587	—	33,715	30,680	6.7	342,309	696	—	13,189
Meriden	132	—	1,913	436	—	5,581	4,322	—	53,748	173	—	1,870
Middletown	193	80.4	2,129	374	—	7,011	3,276	—	65,019	108	—	2,145
New Britain	197	—	2,780	791	27.2	8,009	8,384	78.3	77,992	177	—	2,568
New Haven	1,769	0.2	18,852	4,398	—	44,924	33,904	—	374,799	911	—	17,450
New London	243	56.8	2,316	527	5.4	6,705	4,136	10.2	60,844	89	—	1,969
Norwalk	942	—	6,758	2,347	26.5	15,419	19,737	4.3	151,882	495	—	4,722
Norwich	199	—	3,083	617	—	9,282	5,412	—	86,957	232	—	3,120
Stamford	530	19.6	6,474	1,214	6.0	16,948	10,357	—	162,179	355	—	6,981
Thompsonville	140	—	2,740	347	—	6,544	3,435	—	59,459	160	—	2,629
Torrington	126	85.3	1,107	267	—	4,805	2,530	—	51,184	93	—	1,015
Waterbury	805	6.3	5,464	1,837	17.5	13,218	17,369	18.3	129,926	569	—	4,341
Willimantic	42	75.0	414	62	55.0	1,164	503	—	11,851	23	—	428
Interstate Liab	530	—	6,345	1,668	—	20,718	19,165	—	237,016	693	—	6,426
T O T A L	9,380	—	94,091	23,765	6.2	241,867	\$214,033	2.6	\$2,334,755	6,219	—	86,272

Cheerful Christmas Service

(Continued from page 3)

bobby pins, paper clips, etc., had been found in the registers. It was brought out that when a clerk is ready to ring up the sale, she must be careful to use her department key, and be sure that the correct keys for the total amount of the sale are used. This can readily be verified by a glance at the recording at the top of the register. He warned against attempted adjustment of errors on the part of a clerk, and counseled them to call the floor man in every instance. This will allay any hint of the dishonesty on the part of a clerk when the reading of the register is taken by the supervisor.

The owner of a large specialty shop for women then spoke on "Increasing the Sale" and here the very interesting technique of encouraging the purchase of two articles instead of one, was given. Stockings were used as a most common example, and the amount of wear obtained from two pairs of stockings purchased at the same time as against two pairs purchased separately, was brought out. Related items, such as house-dresses and aprons, sweaters and skirts, gloves and purses, men's socks and ties are an excellent source of increased revenue. Here, of course, the suggestive type of selling must be used, as perhaps the customer may only have had one item in mind when she approached the clerk.

"The Cost of Errors" to a store was discussed by a Manager of a large chain store and a representative from one of the department stores. Poor writing was blamed for a number of errors. Incomplete information on name and address or "charge" slips entailed confusion in billing, while insufficient addresses hampered and, in some cases, prohibited, delivery of purchased goods. The cost in goodwill to a store that makes a number of such mistakes is enormous, and to avoid such losses it was urged that names and addresses should be printed legibly and that the name of the article be written carefully. The use of abbreviations, especially of streets, cities and states, was deplored because it affords a great opportunity for error.

HONESTY IN SALES

"Girls, if you want a well filled sales book each day, use a winning smile". This statement was made by the floor-walker from one of our leading department stores. She drew a parallel

between the position of the sales clerk in a store and that of a woman in her own home. When a guest arrives at her door, she greets her with a pleasant smile and shows her every courtesy. Both the guest who comes to the home and the customer who comes to the store can be given the same courtesy throughout her visit. A smile also helps store morale and fellow employees, but because it is an intangible quality, monetary value cannot be placed on it.

Another factor stressed is the honesty which a store expects from its employees. This honesty is not only of importance in the store itself, but follows through to the customer. The most common type of dishonesty to the customer is misrepresentation of merchandise. A thrifty use of store supplies such as string, properly sized bag, boxes, etc. may seem inconsequential for an individual sale but make up a staggering total when multiplied by a number of clerks, and the volume of sales.

An actual demonstration of a sale, using a counter supplied with merchandise and cash register, was given by two representatives from a local store, one taking the part of a difficult customer and the other a saleslady. Sales resistance was broken down through the intelligent display of merchandise and proper handling of the customer.

For the third session, an excellent film, entitled "Through her Eyes" was secured for us through a local representative of the Pillsbury Flour Mills. A co-operative instructor from one of the local High Schools arranged for the showing of the film at the High School. Although in story form, the theme of the film was devoted to the correct method of making a sale and every point which had been included in our course was illustrated. Following the showing of the film, a quiz of 100 questions were given the trainees. Part of the quiz was devoted to arithmetical problems, including measurements, weights and fractions. Because of the sales tax, questions were also included involving the figuring of the tax. The other part attempted to measure how much of the instruction had been absorbed by the trainees in the course. Performance on the quiz will guide the interviewers in the type of store to which the applicant will be referred.

While it is too soon to predict the final results of this course, we have been gratified by the improvement on

the part of the applicants in dress, manner and interview. We have also been informed that the merchants have used our training course material for their "in store" training with regular employees. Schedules for the additions to their forces have been given us by practically all merchants. Referral and subsequent earmarking has been completed with less confusion and earlier in the season than in other years. The employers, too, have refreshed their viewpoint on the customer's angle.

To the success of the course we attribute the co-operation of the merchants themselves, their employees, and the excellent publicity given us by our local papers.

PRIORITY RESTRICTIONS

(Continued from page 9)

It may be advisable during emergencies to adopt a policy in Connecticut similar to the one in Pennsylvania whereby claimants fill in their registration cards and mail them to the local office. This method of registration may accomplish the solution to two major problems during emergencies. It will keep a large volume of claimants away from the local offices and it will give the local offices a complete file of workers for future use.

SITUATION IN THE STATE

(Continued from page 10)

Danielson

During the current month manufacturers in this territory have obtained a considerable number of defense sub-contracts, thereby taking up on the seasonal slump which could be expected at this time of year.

Two factories which ordinarily would have layoffs are now working on defense contracts with the consequent work for about four hundred people.

The woolen manufacturing industry is faced with a very unfavorable price scale which has resulted in a layoff of a considerable number of people until such time as the market shows indications of upturn, so far as prices are concerned.

Priorities in metals have had little effect up to this time. However, it may be expected that within the next month this condition will change, unless new orders are received which carry with them a priority rating.

Genevieve Hort of the Administrative office has asked us to extend her thanks to associates and friends who have remembered her during her recent illness. She expects to be back on the job again in a few more weeks.

CONNECTICUT STATE EMPLOYMENT SERVICE—Local Office Activity—Period—Month of Nov. 1941

DISTRICT	SUMMARY REGISTRATION ACTIVITIES		FIELD VISITS		REFER- RALS		SUMMARY OF ALL PLACEMENTS												Duration of Private Placements		Complete Cl'r's rate Pl'r'm'ts							
	Total	Re-Active newals	To- tal	Priv- ate	Pub.	Pri.	Pub.	Grand Total			Private			Public			Supplementary			Men Perm.	Women Perm.	Temp.	Office	Applicant	Complete Cl'r's rate Pl'r'm'ts			
								Tot.	Men	Wom.	Vets	Tot.	Men	Wom.	Vets	Tot.	Men	Wom.	Vet.									
Ansonia	238	543	1339	44	43	1	251	3	143	78	65	1	141	76	65	1	2	2	0	0	0	0	0	0	0	19	12	
Bridgport	1497	1736	3805	21	21	0	1500	31	1310	714	596	38	1278	706	572	37	28	8	20	1	0	0	0	0	0	0	86	15
Bristol	252	404	555	26	26	0	132	0	91	76	15	1	91	76	15	1	0	0	0	0	0	0	0	0	0	0	11	188
Danbury	218	342	1204	42	42	0	134	16	95	51	44	3	78	46	32	3	16	4	12	0	1	0	0	0	0	0	10	33
Danielson	99	284	928	14	14	0	159	0	95	56	39	4	93	55	38	4	2	1	0	0	0	0	0	0	0	0	9	7
Hartford	1403	1040	5688	152	94	58	1150	102	1072	758	304	76	952	651	301	69	120	117	3	7	0	0	0	0	0	0	9	304
Meriden	196	293	651	18	18	0	248	0	160	121	39	12	160	121	39	12	0	0	0	0	0	0	0	0	0	0	11	17
Middletown	218	411	924	54	54	0	425	1	163	73	90	1	161	72	89	1	2	1	0	0	0	0	0	0	0	0	11	33
New Britain	342	550	976	120	120	0	658	10	353	203	150	4	343	193	150	4	0	10	0	0	0	0	0	0	0	0	11	55
New Haven	1040	2146	4509	69	69	0	1475	29	1241	727	514	69	1212	711	501	69	28	16	12	0	1	0	1	0	1	0	13	44
New London	318	635	1448	26	26	0	722	7	472	388	84	15	455	371	84	15	0	14	0	0	0	0	0	0	0	0	16	26
Norwalk	193	738	1292	71	71	1	387	21	270	177	93	10	252	172	80	10	18	5	13	0	0	0	0	0	0	0	14	44
Norwich	291	508	1257	49	48	0	252	11	257	167	90	10	243	157	86	7	14	10	4	0	0	0	0	0	0	0	14	44
Stamford	373	983	2603	33	33	0	241	62	249	138	111	8	198	112	86	7	5	26	25	1	0	0	0	0	0	0	11	7
Thompsonville	93	363	623	49	44	5	110	23	101	76	25	1	86	63	23	0	15	13	2	1	0	0	0	0	0	0	11	40
Torrington	363	334	794	75	66	9	385	4	327	219	108	6	320	215	105	5	5	4	0	1	0	0	0	0	0	0	8	22
Waterbury	629	1194	4034	103	150	13	853	55	734	291	443	21	679	422	437	17	33	49	6	0	0	0	0	0	0	0	11	4
Willimantic	80	163	350	44	37	7	163	14	141	86	55	5	111	58	53	3	50	28	2	0	0	0	0	0	0	0	29	4
Totals	7933	12637	32980	1070	976	94	9305	330	7274	1409	2845	285	8853	4037	2756	208	409	308	101	17	12	4	8	0	2982	1115	1504	1252
Oct. 1941 . . .	7883	13309	32631	881	810	71	12549	335	9105	5592	3513	309	8807	5401	3406	237	288	139	99	12	10	2	8	0	4053	1348	1900	1506
— a — Includes 123 out-of-state applicants placed in Conn. — b — Includes 2 Comm. applicants placed out-of-state — c — Includes 180 out-of-state applicants placed in Conn.																												

o-Active file as of end of month — b-Includes 123 out-of-state applicants placed in Conn. — c— Includes 180 out-of-state applicants placed in Conn.

Private Placements According To Occupational Groups										Public Placements According To Industrial Classification																								
DISTRICT	PROFESS. & KIN.	CLER & SALE	SERVICE		SKILL-ED	SEMI-SKILLED		UN-SKILL'D	PRIVATE										PUBLIC															
			Domestic	Personal		Protective	Building Service		Agric. Fishing & Forestry	Mfg.	Non-Mfg.	Mfg.	Non-Mfg.	Agrie. & Min.	Bldg. & Constr.	Manufacturing	Public Utility	Wholesale & Retail Distr.	Finance	Hotel & Rest.	Dom. Ser.	Professional	Other Service	Miscellaneous	Government	Regular	Temporary	TOTAL						
Ansonia	0	0	24	7	16	5	2	0	8	4	2	16	21	35	6	141	3	4	86	6	19	0	1	15	2	1	1	2	0	2	143			
Bridgport	5	6	140	68	344	83	3	17	0	55	4	119	77	138	166	1278	4	92	475	36	21	2	78	323	8	0	2	0	0	0	28	1306		
Bristol	0	0	0	4	4	0	0	0	0	1	1	10	10	20	22	91	3	4	32	32	0	0	0	0	4	0	0	0	0	0	0	91		
Danbury	1	1	0	7	4	22	7	0	3	5	2	7	7	11	7	78	3	11	63	1	11	0	7	22	0	0	1	2	0	0	16	94		
Danielson	0	0	0	0	0	8	2	2	0	3	12	3	24	7	18	11	93	8	19	63	4	9	0	0	2	0	1	1	0	0	16	95		
Hartford	1	1	5	0	0	58	255	37	2	28	29	104	37	28	227	952	48	91	293	16	263	14	25	244	20	22	0	1	0	0	120	1072		
Meriden	2	0	1	10	9	17	6	16	40	6	17	6	50	18	50	180	36	9	96	53	27	0	4	31	6	2	0	0	0	0	160	160		
Middletown	0	0	12	30	8	20	8	0	8	4	2	4	5	21	65	161	36	9	106	53	20	1	24	57	6	5	3	0	0	0	2	163	353	
New Britain	0	0	24	20	57	26	1	10	33	17	0	65	21	57	24	343	3	10	186	2	47	0	24	57	6	3	0	10	10	0	0	10	186	353
New Haven	0	0	97	48	354	82	5	6	33	9	62	148	76	80	211	1212	39	30	350	15	198	4	67	361	22	56	3	13	15	27	2	28	1240	
New London	0	3	0	27	4	80	34	5	16	17	43	115	53	113	40	455	36	30	247	2	38	4	33	70	11	3	12	2	12	2	14	469	469	
Norfolk	0	0	14	12	53	14	1	2	9	6	8	23	11	67	28	252	9	15	118	1	24	0	6	54	13	12	0	16	2	18	270	270		
Norwich	1	0	10	5	26	33	2	3	2	6	9	22	3	119	3	243	0	4	165	0	9	0	32	29	3	1	0	0	14	14	257	257		
Stamford	2	0	20	10	60	11	1	1	7	2	2	7	9	65	8	198	0	2	93	0	20	0	62	7	9	0	0	0	15	0	15	249	249	
Thompsonville	0	0	4	5	4	2	0	0	2	1	2	1	2	58	0	86	8	1	63	0	0	0	2	4	0	0	11	4	15	0	51	103	103	
Torrington	1	1	16	57	10	11	5	5	7	51	6	61	9	78	17	320	5	33	198	3	82	0	3	10	7	2	0	4	4	0	4	324	324	
Waterbury	0	3	2	84	199	42	5	26	1	20	6	95	16	85	42	679	5	33	239	10	127	0	31	198	14	22	0	17	3	55	734	734		
Willimantic	0	0	6	35	4	4	0	1	5	7	4	4	2	27	12	111	16	8	28	2	43	1	2	10	0	1	0	26	21	9	30	141	141	
Totals	16	22	535	474	1529	419	26	98	140	256	248	738	371	1108	861	9853	192	473	2714	100	1171	26	329	1505	132	195	16	186	391	18	409	7262	7262	
Oct. 1941 . . .	23	23	9	860	277	1789	695	28	105	345	323	225	1268	597	1546	8807	352	575	4029	141	947	12	576	1719	156	283	17	175	113	188	288	9095	9095	

POSITIONS WANTED

Following are a few of the applications from the files of the professional and technical division. These are samples, typical of the high quality of individuals who are available. Further information concerning these, or others similarly trained may be obtained by communicating with Miss Dorothy Spalding, 1281 Main Street, Bridgeport, Conn. or by writing directly to the BULLETIN.

ACCOUNTANT AND OFFICE MANAGER — Age 37, graduate New York University School of Commerce. Three years law nights. Highly qualified supervisory work. Makes excellent appearance. Address replies Box 98741.

PRODUCTION MANAGER — Yale Graduate Mechanical Engineering. Member American Society Mechanical Engineers. Recently employed engineer charge government planning in Connecticut. Eight years experience development engineer, large manufacturer of bearings. Well qualified to assume charge of design and manufacture. Address replies Box 58136.

EXECUTIVE — Capable handling moderate size business. Sixteen years manager radio division, directed advertising, trouble shooter in electrical goods manufacture concern. Also general sales manager large manufacturer of automobiles. Age 52. Address replies Box 18713.

INDUSTRIAL ENGINEER — Age 49. Qualified office and operations supervisor. Publicity director. Methods study and correspondence. Fine appearance. Experience includes supervisory positions in public utility and industrial engineering concerns. Address replies Box 60931.

WOMAN — Clothing designer and pattern maker; six years experience designer of patterns for leading Connecticut establishment. Would make excellent teacher vocational training. Also professional dressmaker. Address replies Box 720.

PRODUCTION MANAGER — Graduate M. I. T. 1909 mechanical engineering. Member American Society Mechanical Engineers. Assumes entire charge of production including design, planning, scheduling, time study and all phases of manufacturing. Has been steadily employed for twenty-five years leading New England manufacturers. Address replies Box 00192.

PUBLIC RELATIONS MAN — Age 48, fine appearance, excellent experience. Represented Midwestern Railroad as general agent. Travelled United States representative leading firms. Thorough understanding transportation and traffic. Address replies Box 4028.

MEDICAL TECHNICIAN — University of Wisconsin pre-med. Two years bacteriological, clinical and laboratory testing. Licensed by Connecticut State. Age 33. Free to travel. Address replies Box 81163.





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